

ISO CERTIFICATION SECURES NEW CUSTOMER, BOOSTS
REVENUE

ABOUT CUSTOM METAL DESIGNS, INC. Custom Metal Designs is a leading provider of container handling systems based in Oakland, Florida. With close to 60 employees, Custom Metal Designs has built a reputation for high quality and on-time delivery to both national and international customers. In addition to container handling, the company offers laser cutting services, custom conveyor systems, custom metal products, and prototyping.

THE CHALLENGE. Custom Metal Designs needed to obtain ISO 9001:2015 certification. The company's strong reputation and competitive business model helped Custom Metal Designs land a new contract with a prestigious and world-renowned customer, and the contract required ISO compliance. Fortunately, Custom Metal Designs had a one-year grace period to meet the certification requirements. Not wanting to waste any time, the company turned to FloridaMakes, part of the MEP National Network, to accelerate the process of updating their Quality Management System (QMS) to the ISO 9001:2015 standard.

MEP CENTER'S ROLE. FloridaMakes worked with the Custom Metal Designs management team to review the ISO 9001:2015 procedures and conduct internal audits to identify gaps in their existing QMS. The team implemented improvements and updated their documentation according to recommendations from FloridaMakes. With the ISO training, the team gained a stronger sense of discipline for following procedures and identifying the root causes of problems that arise.

Custom Metal Designs successfully passed their ISO 9001:2015 audit within the required timeframe. In addition to the increased revenue from the new customer, the certification qualifies the company to pursue more contracts from the Department of Defense and original equipment manufacturers.

"The ISO 9001:2015 training assistance provided by FloridaMakes shortened our learning curve on the Quality Standard, and this led to our timely certification. Their help was extremely important for the continued growth and success of our company."

-Ray Aguerrevere, Vice President, Custom Metal Designs

RESULTS



Secured new contract, increased annual revenue by **\$1,800,000**



Obtained ISO 9001:2015 certification within **1** year

CONTACT US



800 North Magnolia Avenue
Suite 1850
Orlando, FL 32803



(407)450-7206



www.floridamakes.com

